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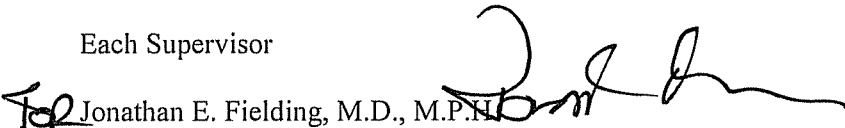
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January 22, 2010

TO: Each Supervisor

FROM:  Jonathan E. Fielding, M.D., M.P.H.
Director and Health Officer

SUBJECT: **REQUEST TO AMEND THREE INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT WORK ORDERS**

This is to advise you of the intention of the Department of Public Health's (DPH) to request the Internal Services Department (ISD) to amend the current Information Technology Support Services Master Agreement (ITSSMA) Work Orders to support the DPH help desk. The funding amendments are as follows:

1. ITSSMA Work Order 04-1358, with Rydek Computer Professionals, to extend the term through June 30, 2011 and increase the total maximum amount by \$77,500, from \$85,300 to \$162,800.
2. ITSSMA Work Order 04-2215, with Totalis Consulting Group, to extend the term through June 30, 2011 and increase the total maximum amount by \$100,000, from \$96,700 to \$196,700.
3. ITSSMA Work Order 04-2216, with Staff Tech, Inc., to extend the term through June 30, 2011 and increase the total maximum amount by \$75,000, from \$107,700 to \$182,700; and
4. ITSSMA Work Order 04-2217, with Unified Technical, Inc., to extend the term through June 30, 2011 and increase the total maximum amount by \$68,000, from \$126,500 to \$194,500.

The new total amount for all help desk work orders will be \$736,700. In accordance with ITSSMA Guidelines, prior Board notice is required for projects that will exceed \$300,000.

BACKGROUND

Public Health Information Systems (PHIS) provides a variety of IT support services to DPH for applications, PCs, printers, and other peripherals. DPH personnel utilize these IT applications and IT equipment to perform their day-to-day work duties. The current PHIS-operated help desk is insufficiently staffed to provide timely end-user help desk support and equipment maintenance. These above work orders provide contracted staff to ensure this critical service is available.

SCOPE OF WORK

The duties to be performed by the contractors include the following:

- Respond to End-User support calls;
- Use Help Desk software to document and track support calls;
- Reset passwords;
- Create system accounts;
- Equipment inventory tracking;
- Remote installation of software;
- Research equipment specification requests;
- Assist PC support staff as needed;
- Escalate problems to appropriate staff;
- Install remote control software;
- Utilize remote desktop software to perform system updates, modify installation parameters, desktop configurations, files and file system security;
- Update, install, and configure operating systems on all Windows desktops.
- Logically secure workstations;
- Join workstations to a Microsoft server environment;
- Utilize remote desktop software to secure all networked printers and removing unnecessary protocols from the setup;
- Troubleshoot desktop problems such as IP conflicts, driver conflicts, DNS configuration issues, etc.;
- Install and configure Symantec Antivirus;
- Imaging desktop computers;
- Perform computer salvage; and
- Other similar duties as needed by LACO Project Manager.

JUSTIFICATION

DPH does not currently have sufficient permanent help desk support staff to perform the required duties listed above. Due to the current fiscal climate, DPH is unable to add County personnel at this time. As a result, DPH must augment its workforce through the use of the previously mentioned ITSSMA contractors. These contractors assist County staff in providing DPH employees with crucial technical support. The contractors have developed an intimate knowledge of DPH's existing applications and are critical to the maintenance of DPH's daily operations. If DPH were not able to obtain the technical services and skill set provided by these contractors, the lack of ongoing support could adversely affect DPH's ability to effectively and efficiently carry out the Department's mission, goals and objectives.

FISCAL IMPACT

The contractors' hourly rates for these time and material Work Orders will remain the same through the extended terms of the Work Order. Sufficient funds for this initiative are available in DPH's budget.

VENDOR	WORK ORDER No.	Work Order Current Maximum Amount	Proposed Increase	Work Order New Maximum Amount
Rydek Computer Professionals Unlimited, Inc.	04-1358	\$85,300	\$77,500	\$162,800
Totalis Consulting Group, Inc.	04-2215	\$96,700	\$100,000	\$196,700
Staff Tech, Inc.	04-2216	\$107,700	\$75,000	\$182,700
Unified Technical, Inc.	04-2217	\$126,500	\$68,000	\$194,500
TOTALS		\$416,200	\$320,500	\$736,700

NOTIFICATION TIMELINE

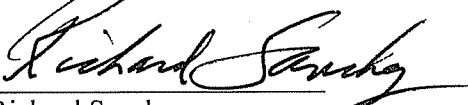
Consistent with ITSSMA policies and procedures, this serves as notification to your Board of DPH's intention to amend the term of this Work Order and increase the maximum dollar amount. If no objection is received from your Board by February 4, 2010, DPH will request ISD to proceed with the amendment of these Work Orders.

If you have any questions or require additional information, please let me know.

JEF:jrc

c: Chief Executive Officer
Acting County Counsel
Executive Officer, Board of Supervisors
Chief Information Officer
Director, Internal Services Department

NOTED AND APPROVED:


Richard Sanchez
Interim Chief Information Officer

1-26-10
Date